

# Workstation Support Shared Service – CAB Presentation July 14, 2010

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## Introduction

Workstation support is an activity performed by every agency. The term “workstation” is used generically to describe the PC, Laptop, or thin client PC device used by staff to perform their jobs. Naturally there are differences in methods but also many similarities in the delivery of workstation support. We believe that the commonalities found in agencies today provide a logical starting point to bring resources together to form a workstation support shared service with opportunities for more efficient service delivery, economies of scale, and potential improvements in service delivery.

The Washington State Shared Services Model was followed by the workgroup for defining the current state (As-Is) of workstation support and the future state (To-be) models. The workgroup made up of 70 individuals representing 25 state agencies was divided into three sub-groups: Traditional Desktop Support, Helpdesk, and Virtual Desktop Infrastructure (VDI). Each of these groups identified existing services and future services that could be part of a shared service.

## Future State

The vision of the Workstation Support Shared Service is to optimize the way the state collectively acquires, deploys and supports workstations with no reduction in the level or quality of service to the end-user and at a reduced cost. To validate that we meet this vision will require that we record common performance measures of our “As Is” state for use as a benchmark moving forward.

What will be shared? The basic elements of the workstation support shared service are workstation product acquisition, workstation system setup and deployment, operational support for systems, and helpdesk and technical support for users. In the vision for this service, concentration of resources to deliver the service could take several forms: centralized services for procurement and tier one

helpdesk; user-managed services such as self help functions; and federated, inter-agency services for regional, remote location support .

How do we get there? The work to develop the detailed service design must include a strong component in developing standards for workstations including related software, service management, and service delivery. Adoption of these standards by agencies will require effort and time, but some features of shared services could be implemented sooner and mature over time as standards compliance expands. A more centralized procurement process is envisioned as a viable first step. Many agencies currently use the Western States Cooperative Alliance process and base purchases on configuration standards set by the Configuration Standards IT Sourcing Team. Additional scaling of purchases under the auspices of a single entity may provide price negotiation advantages.

## **Enabling Activities / Next Steps**

Budgetary restrictions and staffing realities limit the state's ability to aggressively move forward with all shared services initiatives in addition to the work of planning moves to the new data center and maintaining operational requirements. Consensus of the CIO group is that email and server services be given priority. The workstation workgroups, however, have identified steps that can begin concurrently to provide potential product acquisition savings and better position us for expanded shared workstation services in the future. Listed below are proposed "next steps":

### **1. Define and implement a more centralized, standardized procurement**

Based on the IT Transformation governance model, commission the "Workstation Services Advisory Committee"

- a. Define workstation services performance and cost measures. Request that agencies begin measurement of "current state" to the extent possible.
- b. Provide assistance to the Enterprise Architecture Committee's workstation standards group(s).
- c. Charter a Workstation Acquisition Services group to develop SLA and implementation plan for central acquisition services. DIS is viewed as the central service provider although this group may be led by someone from another agency. The defined service may also have procurement staff of other agencies perform some activities based upon workstation standards and master agreements. Options for financing and workstation deployment will be provided. *Note: Initial implementation of central acquisition services might include hardware and limited deployment and software services only.*

### **2. Define and *begin* implementing workstation standards**

Task the Enterprise Architecture Committee to define necessary standards to facilitate shared workstation services

- a. Expand upon work of the existing hardware configuration workgroup to establish a limited set of workstation hardware standards that provide for procurement economies of scale and support efficiencies.

- b. Define and implement workstation standards. This will include standard software image(s) and necessary software and configuration standards in the areas of User Identity management, Network environment, Domain management, Security and Data storage policies that will facilitate shared workstation services yet provide autonomy and security required at the agency level. *Note: As with all new standards, a targeted timeline for compliance and an exception process will be necessary, but establishment of standards provides a clear path for agencies towards shared services.*

### **3. Continue implementations of Virtual Desktop Infrastructure (VDI)**

Complete the DIS, DFI, and HCA proof of concept for VDI as a shared service. Encourage agencies to take the following shared VDI services positioning steps:

- a. Agencies may proceed with internal VDI projects if already planned.
- b. Agencies are encouraged to begin the process of moving applications off workstations and run them from servers. Restrict new applications on workstations.
- c. Local Administrator authority should not be granted to workstation users unless a specific business need exists.

### **4. Define and *begin* implementation of common operational support system(s)**

With IT Transformation ESC approval, establish a workgroup to study Helpdesk software and identify a recommended standard product that can scale for enterprise use in a shared services environment. Restrict agency purchases of new Helpdesk products until a master agreement is implemented for a common enterprise product.